

the complainant to the requested relief. If a complaint fails to establish a prima facie case, it may be dismissed.

The Commission notes that, because a determination has not yet been made whether the complaint establishes a prima facie case, the complaint has not yet been accepted for filing and North Mercer District is not a party to the case at this time. However, North Mercer District should be in possession of records related to the basis for allegedly not monitoring Ms. Edwards' water and not timely turning Ms. Edwards' water off after an alleged pipe break. The allegations made by Ms. Edwards support further investigation into the merits of the complaint. The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a prima facie case. Because the necessary information is in the possession of North Mercer District, the Commission finds that a copy of this Order should be served upon North Mercer District.

A copy of Ms. Edwards' complaint is attached to this Order as an Appendix to inform North Mercer District of the subject of the complaint and to assist in identifying Ms. Edwards' account.

North Mercer District, pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due within 20 days of service of this Order. The Commission directs North Mercer District to the Commission's July 22, 2021 Order in Case No. 2020-00085³ regarding filings with the Commission.

³ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

IT IS THEREFORE ORDERED that:

1. North Mercer District shall respond to this request for documents within 20 days of service of this Order by providing the following:

a. The circumstances that caused the pipe(s) to break, if known to North Mercer District;

b. The date and time of the incident, if known to North Mercer District;

c. The date and time North Mercer District first learned of the incident;

d. A copy of the work order to shut off Ms. Edwards' water;

e. Any documentation of phone calls, emails, or letters between Ms. Edwards and North Mercer District regarding the incident.

f. Copies of any bills to Ms. Edwards regarding the alleged incident;

g. A summary of any in person or telephone conversations between North Mercer District and Ms. Edwards regarding the alleged incident.

2. A copy of this Order shall be served on North Mercer District for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a prima facie case.

3. A copy of this Order shall be served on Ms. Edwards by U.S. certified mail, return receipt requested at 224 W. Factory Street, Harrodsburg, Kentucky 40330.

4. North Mercer District shall serve a copy of its response on Ms. Edwards at 224 W. Factory Street, Harrodsburg, Kentucky 40330.

5. North Mercer District shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests.

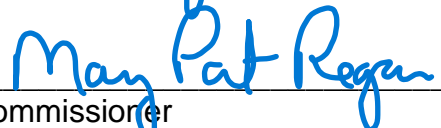
6. Nothing contained in this Order shall prevent the Commission from entering further Orders in this matter.

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PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ENTERED
SEP 08 2023 rcs
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00108 DATED SEP 08 2023

THREE PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

MAR 28 2023

PUBLIC SERVICE
COMMISSION

In the matter of:

Virginia B. Edwards)
(Your Full Name))
COMPLAINANT)

VS.

North Mercer Water District)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Virginia B. Edwards respectfully shows:
(Your Full Name)

(a) Virginia B. Edwards
(Your Full Name)

224 W. Factory St., Herrodsburg Ky 40330
(Your Address)

(b) North Mercer Water District
(Name of Utility)

4795 Louisville Rd. Salvisa, Ky 40382
(Address of Utility)

(c) That: North Mercer Water did willfully and
(Describe here, attaching additional sheets if necessary,

financial gain allow a broken water pipe
the specific act, fully and clearly, or facts that are the reason

to freely flow and made no attempt to
and basis for the complaint.)

turn the meter off nor notify me, the owner,

Continued on Next Page

Formal Complaint

Virginia B Edwards vs. North Mercer Water District

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of the property at 241 & 243 Nuditt St, in Harrodsburg Kentucky. They have the capability with the new meter system to be alerted to a change from normal to severe water usage. The cost of the water was actually \$230.00 but they made their profit a

Wherefore, complainant asks ~~that~~ that the amount be (Specifically state the relief desired.)

wiped out and charge me what the City of Harrodsburg charged them for the water. North Mercer provides a service to the public but that does not mean deliberately trying to extort money for a accident. People are limited incomes and it is a bad act.

Dated at ~~March~~ Harrodsburg, Kentucky, this 20 day (Your City)

of March, 2023 (Month)

Virginia B Edwards (Your Signature*)

(Name and address of attorney, if any)

March 20, 2023 Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.



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Virginia B. Edwards
vs
North Mercer Water District

priority and \$4,154.91 was the amount they demanded. But then that was January 10, 2023 according to their reading, February 15, 2023 \$717.00 was read on the meter. Bringing the total \$4,335.10. This is evidence that at no time did they make any attempt to shut off the water. My contractor shut the water off January 12, 2023. I received a call from North Mercer employee, Tammy Holiday and wanted to know who shut off the water. There is no evidence or information that they should have cut the meter off, and or, notified me about the situation.

Virginia B. Edwards
224 West Factory Street
Harrodsburg, KENTUCKY 40330

*North Mercer Water District
4795 Louisville Road
P. O. Box 79
Salvisa, KY 40372

*Mischell Lee
North Mercer Water District
P. O. Box 79
Salvisa, KY 40372